

CIVIL SERVICE BOARD
Meeting Minutes
May 10, 2012

Members and Staff Present:

Shari Boggess
Michael McDonald
Mary Ann Rogozinski
Lynda Snauffer
Dan McCloskey
Jackie Larkin

Chair
Vice Chair
Member
Member
Board Counsel
Acting Secretary Designee

Members Absent:

None

The meeting was called to order by Chair Boggess at 1:02pm in Meeting Room A (2165), Fresno City Hall.

The following items were heard as listed on the agendas.

APPROVAL OF MINUTES

A motion was made by Member Rogozinski and seconded by Member Snauffer to approve the minutes from April 11 and 12, 2012, with no changes, and the minutes of April 18 and 19, 2012 with one correction on page two.

RESCHEDULE HEARINGS

The Board rescheduled a hearing date for Agenda Item 2A, for a FAX employee, for June 13, 2012 beginning at 8:30am.

The Board rescheduled a hearing date for Agenda Item 2B, for a FAX employee, for June 26, 2012 beginning at 9:00am.

ADMINISTRATIVE MEETING

Mary Hains, Management Analyst III from the Police Department, and Juanita Chavez, Assistant Director of Personnel Services, requested a discussion with the Board on their reasons for upholding removals from an eligible list. When requests for removals are received, there is a discussion with the department as to why they are removing the candidate to make sure it falls within the scope of their authority and to prepare for a possible appeal. The Police Department wants to know what reasons, other than for criminal matters, justify upholding removals. Chair Boggess said criminal behavior is a key issue but, if it happened when they were younger, it can be forgiven if they have taken responsibility for their actions and changed their behavior. We want to give people a second chance. We take issue with behavior that involves integrity and honor, because Police Officers are held to a higher standard. Guilty by association doesn't carry a lot of weight if a person has tried to disassociate themselves from an element to make their lives better. It is a choice the candidate has to make. Ms. Hains said we hold civilian candidates

to the same level of standards as Officers, and Chair Boggess agreed that they should. Ms. Chavez said the department has an option to not hire a candidate but asked if they should remain on the list if the department won't hire them. Ms. Chavez suggested a possible change to the FMC to let the decision lie with the director instead of having an appeal process with the Civil Service Board, and that the list of reasons for the Director to remove an applicant be updated. Ms. Hains thanked the Board for their input and will work with Personnel Services to recommend changes to the process, where applicable. The Board indicated they would not take issue if the process changed.

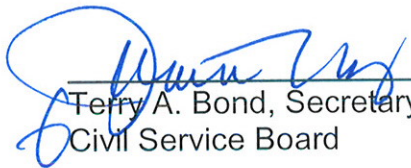
Ken Hamm, Director of Transportation, and Juanita Chavez were present at the request of the Board to discuss anger management training for Bus Drivers. Mark Albiani, Transit Supervisor, was also present. Mr. Hamm said Transportation has many of the same selection problems as the Police Department and added training is a priority; we want our drivers to be successful. Chair Boggess felt there are two types of incidents, one is where drivers are hit with something they are not equipped to handle, and the other is where the driver has issues and is an accident waiting to happen. The Board wants to ensure that drivers are provided the tools needed to handle situations and will do what they can to support them because this is a serious problem that may get worse. Mr. Hamm said the industry is aware of these issues and is working on getting resources to deal with it, perhaps sending out a team of trainers to agencies. He said he is currently meeting with ATU members to discuss current issues and thought training would be a good thing to address at a future meeting. One thought is to have 'platform drivers' who shadow new drivers and mentor them. Member Snauffer asked if the department has a way of identifying and dealing with employees who may be having difficulties handling stress on the job. Mr. Albiani said we are focusing on a program called Verbal Judo which provides short responses to gain compliance; however, it can be difficult to get drivers to use these strategies. Chair Boggess added tools need to be provided to employees to teach them how to deal with customers, discipline needs to be consistent, and employees should be taken off duty to reflect upon their behavior. Member Snauffer said employees need to be evaluated timely and thought the current evaluation form needs to be more detailed to list any corrective steps that need to be taken. Mr. Albiani said evaluations are completed annually and are based on disciplinary history, performance, accidents, and attendance. Vice Chair McDonald said supervisors need to communicate with each other so they are all doing things the same way. He also suggested putting posters in busses to let passengers know what behavior is not acceptable and listing drivers' responsibilities. It was suggested that passengers could sign a behavior acknowledgement when monthly passes are purchased. Chair Boggess recommended having another discussion at the next Administrative Meeting for an update on this issue.

Juanita Chavez said the Mayor was not in favor of the Charter Review Committee's suggestions regarding the Civil Service Board, and Council voted down their recommendation, but the issue of term limits still needs to be voted on. There is a concern about some disciplines that were overturned, but the committee may be mistaking the Civil Service Board for the Hearing Officer process. Chair Boggess asked if there are term limits for all Boards or just those appointed by the Mayor. Ms. Chavez said term limits were not a part of the original Committee discussion and she would check to see if other City Boards have them. Vice Chair McDonald said the Mayor and Council have an option whether or not to renew Board appointments so term limits should not be an issue.

UNSCHEDULED PUBLIC COMMUNICATION

Juanita Chavez announced that Member Snauffer's reappointment to the Board will be placed on the May 24, 2012 Council Agenda. A handout was provided to the Board as to when their terms expire.

There being no further business to come before the Board, the meeting was adjourned at 3:55pm.



Terry A. Bond, Secretary to the
Civil Service Board